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BEFORE THE ARIZONA CORPORATION

COMMISSIONERS

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Arizona Corporation Commission


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DEC 27 2011

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2011 DEC 21 P 2: 22

AZ CORP COMMISSION  
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DOCKETED BY 

GEORGE BIEN-WILLNER, for  
GLENDALE & 27<sup>TH</sup>  
INVESTMENTS,  
LLC

COMPLAINANT,

V.

QWEST CORPORATION,

RESPONDENT.

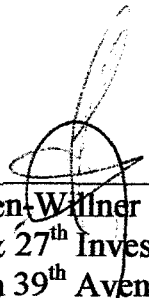
DOCKET NO. T-01051B-10-0200

SURREBUTTAL TESTIMONY OF  
GEORGE BIEN-WILLNER

Pursuant to Administrative Law Judge Kinsey's order dated August 3, 2011, I, George Bien-Willner, submit, as my surrebuttal testimony, that I stand by my original testimony and that Qwest's response to my testimony fails to address the issues I have raised. Instead attempts to misdirect the Commission and misconstrue my complaint as merely concerning an 800 number, when in fact my complaint is with Qwest's billing for services that were never ordered, and its related billing practices and procedures as were experienced with regard to the Sterling International Hotel. I further state that many of the facts that I have testified to have been demonstrated by Qwest in its rebuttal testimony, including the fact that they have failed to produce adequate records (because those records apparently were never kept) and that even their own employees could not

understand the services for which I was being billed. I reserve the right to amend and/or amplify this testimony at any time as additional and/or new information becomes available to me.

DATED this 26th day of December, 2011.



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George Bien-Wilner  
Glendale & 27<sup>th</sup> Investments LLC  
3641 North 39<sup>th</sup> Avenue  
Phoenix, Arizona 85019

13 copies of this document and related exhibits are being filed with the Commission, and a copy of this document is also being mailed to Norman Curtright via U.S. mail.